

-Vacancy Announcement –

The Housing and Community Development Authority is accepting resumes for a Constituent Liaison and Communication Specialist vacancy in the Marketing and Communications Department.

To be considered for this position, applicants must:

E-mail a resume, cover letter, and a one to three page professional writing sample to Katie Dailey at kdailey@spd.IN.gov with the title of the position in the e-mail subject line.

Additionally, candidates will also need to apply to job ID 587053 via the state's job bank at www.IN.gov/spd . To apply, click on:

- Employment Opportunities
- Apply Now
- Register now

The position offers a competitive salary, commensurate with relevant education and work experience. This position is housed in IHCD's Indianapolis headquarters and applications are being accepted until further notice.

Please see next page for job description.

Title	Constituent Liaison and Communication Specialist	Non-Exempt
Reports to	Public Information Officer	Date last revised: 11/6/2013
Supervises	N/A	
Summary	<p>The Constituent Liaison and Communication Specialist contributes to IHCD's mission by being the central point of contact for Hoosiers who have questions or concerns for the agency. The Constituent Liaison is responsible for receiving communication from constituents (via phone, email, websites and mail), working with departments within the agency to gather the information necessary to respond to the constituent, and following-up with the constituent as necessary to resolve the initial correspondence.</p> <p>As part of the Marketing and Communications Team, the Liaison and Communication Specialist also assists with various communications tasks in support of communications projects.</p>	
Evaluation of performance	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners and demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by IHCD and its associated governing entities.	

Key outcomes expected	<p>Responsible for fielding inquiries from constituents on IHCD A programs and housing related issues, via websites, email, mail, direct phone call, transferred phone call from the front desk and other governmental agencies</p> <p>Responsible for monitoring Indiana's electronic constituent system and responding to IHCD A related inquiries</p> <p>Responsible for resolving reasons why constituent contacted IHCD A, whether that means answering a program-related question, explaining procedures, referring the constituent to other sources of assistance, or other</p> <p>Responsible for developing a collaborative working relationship with each department of IHCD A</p> <p>Must take ownership of constituent issues</p> <p>Responsible for fielding and addressing inquiries from state legislators and other agencies about IHCD A programs or with a constituent concern</p> <p>Responsible for logging information about each constituent inquiry into both the state and IHCD A's data management system</p> <p>Promotes the agency through positive representation and communication of its services</p> <p>Responsible for assisting with research needs and fact gathering for various communications projects and initiatives</p> <p>Responsible for assisting with updating information supplied on the agency websites</p> <p>Maintain and protect confidential information</p> <p>Maintain a professional appearance and pleasant and calm demeanor</p> <p>Maintain a professional relationship with all employees by ensuring a sense of mutual trust, concern, respect, and teamwork</p> <p>Comply with all policies of IHCD A</p> <p>Other duties as assigned</p>
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Critical skills, knowledge, and behaviors	<p>Excellent verbal communication skills</p> <p>Excellent written communication skills</p> <p>Able to effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels</p> <p>Willingness to take ownership of a constituent's issue and see that it is resolved in a timely fashion to the best of IHCD's abilities</p> <p>Excellent time management skills</p> <p>Able to be productive with a schedule that is fluid depending on the number of constituent contacts</p> <p>Demonstrates customer service orientation</p> <p>Able to think logically and analytically</p> <p>Proactive in anticipating and alerting others to problems with projects or processes</p> <p>High detail orientation and accuracy</p> <p>Takes initiative and needs little supervision</p> <p>Is a self-starter willing to take on additional roles and collaborate on new assignments</p> <p>Able to prioritize, organize tasks and time, and follow up</p> <p>Performs responsibilities efficiently and timely</p> <p>Able to juggle multiple requests and meet multiple deadlines</p> <p>Able to work well in a team environment</p> <p>Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail)</p> <p>Event coordination and computer software design experience a plus</p>
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Education, experience, degrees, licenses	<p>Bachelors Degree preferred</p> <p>A minimum of 1-3 years of Customer service experience</p> <p>Experience with housing and/or federal programs a plus. If not, must have demonstrated through experience or education a willingness and ability to absorb complex material quickly.</p> <p>Expected to perform in an office environment at IHCD headquaters in Indianapolis</p>
Work environment and physical demands	<p>Must be able to work proficiently with computers and other office equipment</p> <p>Work requires spending long periods in front of a computer and on the telephone</p>